



Life Insurance Corporation of India, Central Office, Mumbai  
**PRE-BID QUERY RESPONSE-1 DATED 29th August 2025**

**Request For Proposal/Tender for SUPPLY, IMPLEMENTATION AND MAINTENANCE OF EMAIL & WEB SECURITY DT 07-08-2025**

#	RFP Section	Sub-Section	Pg No.	RFP Clause	Bidder Query	LIC Response
1	Activity Schedule	8 Earnest Money Deposit	11	INR 45,00,000 (Rupees Forty Five Lakhs Only)	We Request to " <b>The bidder seeking EMD exemption, must submit the valid supporting document or the relevant category as per GeM GTC with the bid.</b>	Please adhere to RFP clause.  Bank Details for the purpose of Bank Guarantee for this RFP are : TITLE : LIFE INSURANCE CORPORATION OF INDIA BANK ACCOUNT NO.: 7311115782 IFSC : KKBK0000958 MICR CODE 400485002  MSE certificate should be valid on the date of final bid submission
2	Activity Schedule	10 Last date & time for submission of bids 11 Bid opening date & time (Eligibility & Technical)	11	29/08/2025, latest by 03.00 PM  29/08/2025, 03.30 PM	Request to extend bid submission date by 10 days/ to 11th September.	Please refer Corrigendum-1
3	Section B: Invitation for Request for Proposal	Overview of RFP	12	This RFP is for <b>On Premises</b> Supply, Implementation and Maintenance of Hardware, Software, Licences for Security Solutions	Clarify whether the bidder needs to propose both on-premise and cloud deployment options or only one model. Required to finalize the architecture and licensing model.	Please refer to RFP.
4	Eligibility Criteria	7	13/89	The Bidder should have minimum of 5 years of experience in supplying, installing and maintaining web and email gateway solutions successfully in 3 organisations PSU/Government/Private/BFSI Sector.	We request to change the clause to- The Bidder should have minimum of 3 years of experience in supplying, installing and maintaining web and email gateway solutions successfully in 2 organisations in PSU/Government/Private/BFSI Sector.	Please refer to Corrigendum-1
5	Annexure C- Eligibility Criteria	5	14/89	The Bidder must have an annual turnover of minimum Rs. 100 Crores per annum during the last 03 (three) financial years preceding the date of this RFP	We request the client to kindly consider providing a proportionate relaxation of the turnover criteria for MSME registered organizations, in line with Government of India's MSME encouragement policies.	Please adhere to RFP clause.
6	Annexure C- Eligibility Criteria	6	14/89	The Bidder should have recorded a Profit Before Tax in each of the last 03 (three) financial years preceding the date of this RFP.	Request you to consider NETWORTH Positive in place of PBT	Please refer to Corrigendum-1

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7	Annexure C- Eligibility Criteria	8	14/89	The bidder should have supplied, installed and be maintaining the proposed web and email gateway solutions successfully running in any organization in India with minimum 5000 users each (Web and Email Gateway). The project should be live as on the date of RFP.	1) The bidder should have supplied, installed and be maintaining the proposed OEM( On premises/ Cloud/SaaS) web and email gateway solutions successfully running in any organization in India with minimum 5000 users each (Web and EmailGateway). The project should be live as on the date of RFP. 2) Change Requested: The bidder should have experience for Supply, Installation and maintenance of Web gateway / Email Gateway solution successfully running in any organisation in India with Minimum 5000 users. The word "proposed" should be relaxed. 3)Kindly relax this clause as- The bidder should have supplied, installed and be maintaining the proposed web and email gateway solutions successfully running in any organization in India with minimum 5000 users each (Web and EmailGateway). The bidder should have the PO for the same. 4) Request to kindly reduce the minimum user requirement from 5000 to 2500 users to allow wider participation while ensuring bidder capability. 5) Request Lic to change to The bidder should have supplied, installed and be maintaining web and email gateway solutions successfully running in any organization in India with minimum 3000 users each (Web and EmailGateway). 6) Please clarify if the 5,000 user minimum applies per solution <u>separately or as a combined user base for both web and email gateway.</u>	Please refer to Corrigendum-1
8	Eligibility Criteria	11	14/89	The bidder should have at-least 3 resources certified for security standards such as CISA / CISM / CISSP / CEH or similar certification. The certificate should be valid / renewed as on the date of RFP.	Kindly relax this clause as- The bidder should have at-least 1 resource certified for security standards such as CISA / CISM / CISSP / CEH or similar certification. The certificate should be valid / renewed as on the date of RFP.	Please adhere to RFP clause
9	Eligibility Criteria	13	14/89	The bidder should have presence in Mumbai and Bangalore.	<b>The RFP states "The bidder should have presence in Mumbai and Bangalore.</b> Please confirm whether this requirement refers to the bidder's own physical office setup in these locations, or whether customer presence / deployments / ongoing projects in these cities will also qualify.	As mentioned in RFP, the bidder should have office in Mumbai and Bangalore.
10	Eligibility Criteria	23	15	The Proposed web/email gateway solution should feature in the Gartner's 'Leaders/Challengers' Quadrant, in the last published report, for Secured web and email Gateway. (This condition is not applicable to Indian OEMs.)	1) For Indian OEMs this clause is excluded — if a bidder proposes an Indian OEM for one or more solutions, will LIC accept Gartner absence? Please confirm documentary requirements for Indian OEMs. 2) Gartner's 'Leaders/Challengers' Quadrant Requirement Kindly clarify the rationale for requiring the bidder to be listed in Gartner's 'Leaders/Challengers' Quadrant in the last published report. We request consideration that Made in India solutions be exempted from such international listing criteria, as it may exclude competitive indigenous offerings that meet the technical and functional requirements.	Please refer to RFP
11	Submission of Bids	Technical Bid	22	(iv) The bidder must supply a thorough inventory of the hardware components required for the planned implementation of the Email and web security. This bill of Quantity (BoQ) as per Annexure R should be itemized separately for all the environments, including DC, UAT and DR. The BoM should include, but is not limited to, the following details:	We request to provide VMs for Proxy Software solution for UAT, DC and DR setuop. The size of the VMs we shall be sharing along with our solutino document.	The bidder is expected to bring the Hardware and Software including any virtualisation and containerisation solution.
12	Earnest Money Deposit	i	25	In case of bidders registered with NSIC/MSME, they are eligible for waiver of EMD.	We want clarification on MSE (as mentioend on page 11) and MSME here, can we consider both are eligible	Micro and Small Enterprises will be eligible for EMD waiver, as mentioned in RFP Page 11

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13	Placing of Orders and Making Payments	b	35	LIC reserves the right to place repeat orders for additional services/ reassessment on the same terms & conditions during the validity of the contract.	5 years price validity is practically not available & same is not provided by the OEMs. We request to consider 1 year price validity & amend the clause.of PO ."	Please refer to Corrigendum-1
14	Section E: Scope of Services	Section E	50	UAT set up needs to be provided alongwith DC/DR deployment. LIC may opt for Proof of Concept (POC) during Technical evaluation of the Bids	1) We request to share the functionalities to be tested during POC stage. Whether infra/VMs can be arranged by LIC during POC. 2) Request to confirm if we need to consider separate UAT setup at both DC and DR. 3) Must UAT be in LIC DC, or can bidder host UAT in a secure lab? Confirm performance parity expectations between UAT and production. 4) Request detailed PoC scope (traffic replay or synthetic), duration, acceptance criteria (throughput, FPR/FNR, latency), and whether LIC will provide test SMTP/web traffic.	1) All functionalities and integrations to be tested during POC, for which test environment will be provided by LIC. 2) UAT environment in proposed solution will be required at DC. 3) UAT must be in LIC environment. 4) Will be shared with eligible bidders.
15	Section E: Scope of Services	Designing	51	BCP/DR/Failover/Backup/Recovery Strategy and process document based on the pre-defined RTO/RPO. Application is required to be maintained in HA mode as Active-Passive at DC-DR. RPO can be taken as 144 hours. RTO can be taken as 3 hours during office hours and 6 hours after office hours	1) Please confirm on RPO of 144 hours. 2) Clarify the required RPO (Recovery Point Objective) and RTO (Recovery Time Objective) for DC and DR sites.	1) Maximum permissible RPO is 144 hours 2) Please refer to RFP
16	Section E: Scope of Services	Brief Scope of Work	51	All Phases	what are the timelines for this how are they relevant with the project timelines on page 65	Pg 51 specifies the activities that have to be performed within the timelines given on Page 65
17	Section E: Scope of Services	Brief Scope of Work	52	Integration with third party solutions such as SIEM, Data Classification, Data Loss Prevention, SOC solutions, PAM, LDAP, cloud support, ITMS (ticketing tool), EDR, analytics tools, etc.	Please share the details of 3rd party solution to be integrated along with versions for compatibility check.	Data Classification - Fortra Data Loss Prevention - Trellix SIEM - Splunk, PAM - Iraj, LDAP - Windows Active Directory, etc.
18	Section E: Scope of Services	Implementing	52	Supply of Hardware and software for in- scope solutions (DC and DR). The setup should be in HA mode for DC and DR.	Please confirm HA has to be for DC only and DR to be in standalone basis.	DC and DR should be in HA.
19	Section E: Scope of Services	E	54	Training cost shall be inclusive of certification level training for 3 participants	1) We understand that certification is not required. Kindly confirm. 2) what is the tenure of training, certification cost is one time (will LIC bear cost of re-certification)	1) As per RFP, Certification level training is required. 2) Trainings will be required throughout contract period periodically. Regarding training cost, please refer RFP.
20	Section E: Scope of Services	F	55	The support Personnel should also keep track of the issues /ticket raised through the web interface help desk/telephone/mail etc. and should provide the solution for the same.	We understand LIC is already having ITMS tool which can be utilised by bidders for keeping track of issue/tickets raised. Kindly confirm.	Ticketing solution is under procurement. Integration will be required after implementation of the solution. Until then, bidder will have to manage the issues.
21	Section E: Scope of Services	F	56	The Vendor has to provide a portal application with authentication to implement, assess and track various trouble-tickets to higher officials of LIC. The site has to be updated regularly by the on-site Personnel.	1) Please clarify if we need to propose a ticketing tool separately for LIC for the mentioned solutions. 2) We understand LIC is already having ITMS tool which can be utilised by bidders for keeping track of issue/tickets raised. Kindly confirm.	Ticketing solution is under procurement. Integration will be required after implementation of the solution. Until then, bidder will have to manage the issues.

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22	Onsite Support Service Specifications	G	56	24 X 7 real-time monitoring uptime, availability, health performance of the hardware/software with mitigation support. Onsite support must be provided during office hours and if required on holidays, Saturdays or Sundays..Telephonic/remote support must be available other than office hours.	1) How do LIC look to address 24x7 support with 2 manpower 2) Kindly clarify whether LIC existing NMS tools can be utilized for 24/7 monitoring for hardware	1) Onsite during business hours. If need arises, may be required to work after office, on saturdays, holidays. Remote support will be required while not in office. 2) The proposed solution should include monitoring tools to monitor web & email gateways exclusively.
23	Detailed Scope Of Work	I	57	The bidder should consider the detailed technical specifications as stated in the Annexure F while proposing for the solution. Bidder needs to provide complete end to end solution including applicable appliances, software, necessary accessories	How do we take estimate of Passive Components, is this a one time or applicable for the tenure of contract	Applicable for tenure of contract
24	Detailed Scope Of Work	O	58	All solutions should have the log storage capability of 6 months in the project's software application (2 years as per current Preservation policy of LIC).	1) Please provide clarity the Log storage capability. Is it 6 months or 2 years for the solution to provision. 2) Will the logs be in frozen state	Log storage should be for minimum 6 months. 2) Daily incremental logs will be required.
25	Detailed Scope of Work	P, Q	58	All solutions must have the capacity to accommodate a yearly project growth rate of up to 10%. The upfront quotation for all licenses should be transparent and also include a breakdown of charges for additional licenses, considering the anticipated 10% YoY growth.	Please provide clarity on the points and expectations from Bidder.	Please refer Corrigendum-1
26	Detailed Scope Of Work	Y	58	Integration and co-ordination with SIEM, Data Classification, Data Loss Prevention, SOC solutions, PIM/PAM, LDAP, cloud support, ITMS (ticketing tool), EDR/XDR analytics	1) This has dependencies and will need LIC to support on API and skill availability from other tool partner / OEM. 2) Kindly share the existing tool details to check the compatibility	Data Classification - Fortra Data Loss Prevention - Trellix SIEM - Splunk, PAM - Iraj, LDAP - Windows Active Directory, etc.
27	Section E: Scope of Services	Products & Solutions	59	Email Gateway Security - for 60000 email accounts Exchange Email Security - for 60000 email accounts Secure Web Gateway - for 30000 users	Clarify hardware sizing guidelines for DC, UAT, and DR environments.	Hardware sizing will be decided by selected OEM and Bidder for the proposed solution.
28		Onsite Support Services	60	--	Please confirm if 24x7 onsite presence is mandatory at all LIC sites or if centralized L2/L3 remote support with on-demand onsite visits is acceptable.	As per RFP, on-site support is required in Mumbai during the contract period of LIC after implementation of the solution. Onsite during business hours. If need arises, may be required to work after office, on saturdays, holidays. Remote support will be required while not in office. For more details, refer RFP.
29	Hardware Sizing	Hardware Sizing	60	--	Provide the expected peak and average load in terms of transactions per second and data volume..Sizing and scalability planning depend on accurate load projections.	The volume of peak emails per day given on page 50 of RFP should be assumed to be between 9 and 6 pm. The peak URL hits per hour should be assumed to be 60 Lakhs.
30	Onsite Support Services:	d	61	Onsite L2 Engineers at Central Office (CO), Mumbai – 1 ( Email Gateway ). Onsite L2 Engineers at Central Office (CO), Mumbai – 1 (Web Gateway )	We understand L2 resources are required in LIC's business working hours i.e 10am to 5.30pm . Kindly confirm.	Onsite during business hours. If need arises, may be required to work after office, on saturdays, holidays. Remote support will be required while not in office.
31	Onsite Support Service Specifications	xv	62	Implementation of practices and guidelines as per ISO 27001 standard.	We understand bidder need to follow the practices & guideliness as per ISO 27001 while implementation the solution. ISO 27001 certification is not required . Kindly confirm?	Understanding is correct.

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32	Project Timelines	Milestone Schedule	65	Project completion period for deployment of Email Gateway, Web Gateway and Email Security Solution for Exchange- 10 weeks from date of Purchase Order	1) There seems to be discrepancy in overall project milestones- Request to revisit and share the same to adhere to. Software license delivery is 8 week after Hardware delivery and Installation. Hardware delivery is 8 week from the date of PO. There is no hardware installation milestone. Howcome the overall project milestone could be 10 week from the date of PO. 2) We request you to kindly revise the project completion period to be 12 weeks from date of purchase order. 3) Specify if the timelines for delivery, installation, and acceptance can be staggered by site.	1 & 2) Pleaser refer to Corrigendum-1 3) Timelines are for DC and DR.
33	Section E: Scope of Services	Project Timelines	65	--	Can implementation be phased region-wise or must it be a big-bang deployment?	Please refer to RFP
34	SLA & Penalties	-	65	SLA uptime, penalty calculations	Please confirm if SLA penalties will be calculated on a per-incident basis or aggregated monthly, and if there is a maximum penalty cap per month/year.	Please refer to RFP
35	Audit & compliance testing	4	68	Audit of in-scope solutions - The project's infrastructure may undergo auditing by LIC and/or third-party entities.	Provide frequency of mandatory audits (annual/quarterly), vendor participation expectations, and whether remediation work is billable. Also clarify maximum penalty per audit and dispute handling for audit findings.	Please refer to RFP.
36	Penalties on Non-Performance of SLA during contract period:	10	69	Critical issue within 2 working days from observation reported/detected. A penalty of 1% of quarterly onsite charges per week for non-compliance after the timelines. Non-critical issue within 6 working days from observation reported/detected. A penalty of 0.5% of quarterly onsite charges per week for non-compliance after the timelines	Since the rectification can be done only after the OEM release the patches kindly change this to fays after OEM releasing the patches.	Please adhere to RFP
37	Section E: Scope of Services	Service Level Agreements	70	--	Clarify response and resolution time commitments for different severity levels. Required to design support staffing and escalation matrix.	Please refer to RFP
38	Section G : Payment Terms & Conditions	1, 2	80	75 % of cost of hardware/appliance after delivery and installation at DC site. at designated sites of LIC and Installation at DC site	1) We request to limit Installation activity to Racking, Stacking and Power on activity for Hardware on delivery Payment release. <b>(Request to remove the point- Solution OEM's certification of the deployment being in accordance with the scope of work, as the scope limited to POST activity)</b> . We also request Balance 25% of Hardware Payment against G0- Live	Installation means Racking, stacking and Power on activity (POST) for Hardware, Submission of relevant documentation to comply with Bill of Material.
39	Section G: Payment Terms & Conditions	Payment terms table	80	Payment Terms	need payment on hardware and licenses to be 80% on delivery and 10% on installation and 10% against PBG. Services payment to be quarterly advance. License fee to be 100% advance annually	Please adhere to RFP
40	Section G: Payment Terms & Conditions	Payment terms table	80	Payment milestones	Please confirm if milestone-based payments will be allowed based on partial completion (e.g., delivery, installation, acceptance) rather than only on full acceptance of all deliverables.	Please refer to RFP
41	Section G : Payment Terms & Conditions	3,4	81	Delivery of software/ license of all components at designated sites of LIC + Installation + Implementation + Go Live at DC site. ( 75 % of cost software/ license at DC site + Balance 25 % of cost of hardware/ appliance at DCsite	1) We request 75% of Software License Payment to be released against software Installation and UAT and Balance 25% against Go- Live. 2) Requesting you to change the payment terms to 75% of cost of hardware upon delivery & remaining 25% upon completion of installation at respective sites. Similarly, 75% of cost of software upon delivery upfront & remaining 25% upon completion of installation at respective sites.	Delivery & installation of last component shall be treated as delivery & installation of all hardware and software components at respective sites.
42	Section G : Payment Terms & Conditions	9	83	Training / knowledge transfer, documentation of entire solution at specified locations as per the scope of work. ( Balance 5 % of Implementation charges at DC site)- (1% each year after training)	Should we assume 5 % of DC implementation charges will be paid 1% of amount year on Year against Training services for DC.	Assumption is correct.

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43	Section G : Payment Terms & Conditions	12	83	Payment for the AMC/ATS for the licenses will be done on yearly basis	We request to change the payment clause to Yearly in Advance not arrears.	Please adhere to RFP clause
44	Section G : Payment Terms & Conditions	12- f	87	Warranty shall include software upgrades, updates, patches, hot fixes and service support without charging any additional cost to LIC. The technology providers, including OEM will be required to submit a written undertaking, explicitly stating their commitment to provide full technical, spares, operational and maintenance support to LIC during the warranty period.	Please confirm if software subscription to be quoted upfront with 5 years or year on year basis.	For Software subscription, the price needs to be quoted on year to year basis, Annual subscription wherever applicable, shall be paid in advance.
45	Annexure C- Eligibility Criteria	21	90	The proposed OEM product for email gateway should have been successfully running in minimum two organizations in India for minimum 25000 users in each organization in the last 3 financial years. The project should be live as on the date of RFP.	Requested Revised clause : <b>The OEM product for email gateway should have been successfully running in minimum two organizations in India for minimum 25000 users in each organization in the last 5 financial years. The project should be live as on the date of RFP.</b> The word "proposed" should be relaxed & financial year should be last 5 years instead of last 3 years .  Please confirm if cloud-hosted deployments are also acceptable in meeting this requirement, or if only on-premises installations qualify.	Please refer to Corrigendum-1
46	Annexure C- Eligibility Criteria	22	90	The proposed OEM product for web gateway should have been successfully running in minimum two organizations in India for minimum 25000 users in each organization in the last 3 financial years. The project should be live as on the date of RFP.	Requested Revised clause : <b>The OEM product for Web gateway should have been successfully running in minimum two organizations in India for minimum 25000 users in each organization in the last 5 financial years. The project should be live as on the date of RFP.</b> The word "proposed" should be relaxed & financial year should be last 5 years instead of last 3 years .  Please confirm if cloud-hosted deployments are also acceptable in meeting this requirement, or if only on-premises installations qualify.	Please refer to Corrigendum-1
47	Annexure C- Eligibility Criteria	12	90	The bidder should have minimum 50 number of L1 and L2 Engineers on roll as on date of submission of bid	We request the client to kindly reduce the requirement from 50 engineers to 30 engineers.	Please adhere to RFP clause.
48	Annexure F : Technical & Functional Requirements	10	94	The solution should support inbuilt SSL interception and also support SSL scanning capabilities maintaining data integrity, including decryption, re-encryption of storage keys, without processing overhead and latency. The solution should be scaled to work with at least 75% SSL traffic.	How does LIC measure the "75% SSL traffic" — by number of sessions, bytes, or URLs? Provide current % of SSL by metric and peak SSL throughput (MBps / sessions/sec).	Please refer RFP.
49	Annexure F : Technical & Functional Requirements	--	94	--	Request for confirmation on supported operating systems and databases for Email/Web Gateway software.	Please refer to RFP
50	Annexure F : Technical & Functional Requirements- Web Gateway Security	88	99	MFA is required while logging on to the product's management console as per security/regulatory guidelines.	As per our understanding, Proxy Solution can be integrated with LDAP and leveraging LDAP or SSO integration with MFA-enabled directory services or identity providers enable organizations to implement the required MFA for management console access in compliance with security and regulatory guidelines. Therefore, we request the removal of this clause.	Clause is removed.

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51	Annexure F : Technical & Functional Requirements- Web Gateway Security	89	99	The solution should not allow use of concurrent sessions on management consoles.	Management console access can be restricted based on IP address and role-based access control. Therefore, we request the removal of this clause or a revision to: "The solution should provide management access restricted by IP addresses."	Please adhere to RFP clause.
52	Technical Specifications - Email Gateway Security Solution	4	103	The solution should be deployed in High Availability mode at the Primary site.	As per the mentioned clause, the HA needs to be considered only at DC and not at DR. Please confirm if our understanding is correct.	Please refer Corrigendum-1
53	Annexure F : Technical & Functional Requirements - Email Gateway Security	58	104	The solutions must require MFA for logging on to the product's management console as per security/regulatory guidelines.	As per our understanding, Email gateway security solutions can be integrated with LDAP and leveraging LDAP or SSO integration with MFA-enabled directory services or identity providers enable organizations to implement the required MFA for management console access in compliance with security and regulatory guidelines. Therefore, we request the removal of this clause.	Clause is removed.
54	Annexure F : Technical & Functional Requirements - Email Gateway Security	59	105	The solution should not allow use of concurrent sessions on management consoles.	Management console access can be restricted based on IP address and role-based access control. Therefore, we request the removal of this clause or a revision to: "The solution should provide management access restricted by IP addresses."	Please adhere to RFP clause.
55	Annexure R : Bill of Quantity	-	128	Format	Confirm whether quantities at PoC or pilot are paid/chargeable separately. Also confirm that BOM must include spare part SKUs, maintenance SKUs, and per-year license renewal SKUs for 5 years.	Testing environment for POC will be provided by LIC. UAT will be part of DC/DR implementation.
56	Scope of Services	Technical Requirements	50+	EAI (Enterprise Application Integration) & IDN capabilities	Kindly elaborate on the exact scope and technical expectations for the EAI (Enterprise Application Integration) and IDN (Identity Network) capabilities. Are there any specific standards, frameworks, or interoperability requirements we need to adhere to?	Query is not relevant to this RFP